

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:120

ANSWERED ON:05.12.2013

TRAIN RESERVATION

Nimmala Shri Kristappa;Rao Shri Nama Nageswara

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether despite computerization and modernization of reservation system, Railways have not succeeded in checking malpractices in reservations;
- (b) if so, the details thereof along with the reaction of the Railways thereto;
- (c) whether despite purchasing tickets well in advance in various classes in important Express trains the passengers remain wait listed even though the seats/berths in certain classes remain vacant;
- (d) if so, the details thereof and the reasons therefor; and
- (e) the steps taken/being taken by the Railways in this regard?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

(a) & (b): Computerisation and modernisation of the ticketing system has brought in a lot of transparency into the booking of reserved accommodation. The Computerised Passenger Reservation System (PRS) has been expanded to cover more than 3000 locations. PRS centers have also been opened in more than 240 Post Offices across the country. The internet based ticketing of Indian Railways offered through the Indian Railway Catering & Tourism Corporation (IRCTC) portal now accounts for a substantial portion (nearly 50% of Reserved Ticketing) obviating the need of the passengers to visit the PRS centers. Indian Railways have also taken a large number of measures to check the malpractices in reserved booking. They include the following:-

- i) Carrying one prescribed ID proof is now mandatory for all reserved tickets;
- ii) Surveillance and inspection or reservation office has been intensified;
- iii) Instructions has been issued to install Close Circuit Television (CCTV) cameras at all major reservation centres;
- iv) Checks are conducted by Commercial and Vigilance wings and strict disciplinary action is taken against staff indulging in irregularities.

(c) & (d): During peak rush period and for popular trains when demand outstrips availability, the reserved accommodation gets exhausted within a short time as this is accessed simultaneously by all the computerised Passenger Reservation System as well as through internet. Consequently, despite purchasing tickets well in advance the passenger remains on waiting list. During non-peak period and in less popular trains, reserved accommodation remains available for booking for comparatively longer period. Vacant berths/ seats are allotted to waitlisted passengers as per priority of booking at the time of preparation of charts.

(e): During peak periods such as festival rush, summer rush and winter rush, in order to bridge the gap between demand and supply of reserved accommodation, a large number of special trains are run, new trains are introduced, runs of the existing trains extended and their composition is augmented.